



March 11, 1998

REC'D TN  
REGULATORY AUTH.

'98 MAR 11 PM 1 48

CHIEF OF THE  
EXECUTIVE SECRETARY

Mr. K. David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

RE: BellSouth Telecommunications, Inc.'s Entry Into Long Distance (InterLATA)  
Service Pursuant to Section 271 of the Telecommunications Act of 1996  
Docket No. 97-00209

Dear Mr. Waddell:

NEXTLINK, in filing its Second Set of Discovery Requests on March 6, 1998, in the above proceeding, inadvertently omitted Exhibit 1 to Question #45. NEXTLINK provided BellSouth with Exhibit 1 on Monday, March 9, and will provide parties of record with a copy by service of this correspondence.

Please accept the attached as late filed Exhibit 1.

We regret any inconvenience this may have caused.

Sincerely,

A handwritten signature in cursive script, appearing to read "D. Shaffer".

Dana Shaffer, Director  
Legal and Regulatory Affairs

DS:jr  
Enclosure

cc: Parties of Record

Regional Office

Suite 300

105 Molloy Street

Nashville, TN 37201-2315

615.777.8888

fax: 615.777.7708

Donna G. Hartley /AL,BRHM03 12/4/97 17:19

Page 1

## MESSAGE

Subject: Directory Assistance

Sender: gbreetz / internet, mime

DDT1-RFC-822; DDV1-gbreetz@nextlink.net;

Dated: 11/07/97 at 06:08

Contents: 3

REC'D TN

REGULATORY AUTH.

1

'98 MAR 11 PM 1 48

FROM: gbreetz / internet, mime

DDT1-RFC-822; DDV1-gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

OFFICE OF THE  
EXECUTIVE SECRETARY

Part 2

## ARPA MESSAGE HEADER

Part 3

As you might expect, this is not acceptable to us in two regards. First, the systems should work as they have been reported to and secondly, I personally, cannot stand to hear people say there is nothing they can do.

Is there a fix for this down the road.

----- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 11/07/97 05:58 AM -----

Kristen Hudson on 11/06/97 06:57:34 PM

To: &lt;hank.westbrookebridge.bet.bls.com&gt;@satpmail

cc: &lt;donna.hartley2@bridge.bet.bls.com&gt;@satpmail, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK, Greg Breetz/NLLLC/NEXTLINK@NEXTLINK Subject: Directory Assistance

Hank,

re still experiencing problems with directory assistance getting updated after customers cutover to NEXTLINK. I know that we discussed this problem previously, but we are still having problems, most recently with Ellendale Electric Co.

This customer cutover to NEXTLINK service on 10/29/97 @ 5:00pm CDT. I checked directory assistance this afternoon, and it still has not been updated (5 days later). The PON for this customer is 16005, and the Bell order number is N9XGP4 07.

I called the LCSC and spoke with Janee Postell, who looked the order up in the system. She said that she could still see the order, but that it had not "flowed through." She also told me that there wasn't anything she could do to speed up the process, but that it "might" complete tonight.

Is there anything that we, NEXTLINK, can do to ensure that directory assistance is updated in a timely manner? This customer is extremely unhappy and it seems that there is nothing we can do. Have you been able to investigate this issue any further?

Please let us know how to proceed from here, we need to get this issue resolved quickly.

Thank you for your help,

Kristen Hudson  
615-777-5747

Donna G. Hartley /AL,BRHM03 10/8/97 10:33

Page 1

## MESSAGE

Dated: 10/01/97 at 13:44

Subject: Gulf Coast Development

Contents: 3

Sender: ldickinson / internet, mime

DDT1-RFC-822; DDV1=ldickinson@nextlink.net;

1

FROM: ldickinson / internet, mime

DDT1-RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BREM03

CC: bharrison / internet, mime

DDT1-RFC-822; DDV1=bharrison@nextlink.net;

rlangdon / internet, mime

DDT1-RFC-822; DDV1=rlangdon@nextlink.net;

esales / internet, mime

DDT1-RFC-822; DDV1=esales@nextlink.net;

epadfield / internet, mime

DDT1-RFC-822; DDV1=epadfield@nextlink.net;

khudson / internet, mime

DDT1-RFC-822; DDV1=khudson@nextlink.net;

gbreetz / internet, mime

DDT1-RFC-822; DDV1=gbreetz@nextlink.net;

dschaffer / internet, mime

DDT1-RFC-822; DDV1=dschaffer@nextlink.net;

Part 2

ARPA MESSAGE HEADER

Part 3

FYI.....We have to get a handle on these directory assistance issues. -----  
----- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/01/97 01:46 PM -  
-----

Kristen Hudson on 10/01/97 12:48:07 PM

To: Beverly Harrison/NLLLC/NEXTLINKNEXTLINK, Rachel Langdon/NLLLC/NEXTLINKNEXTLINK

cc: Lisa Dickinson/NLLLC/NEXTLINKNEXTLINK, Echo Sales/NLLLC/NEXTLINKNEXTLINK, Elina Padfield/NLLLC/NEXTLINKNEXTLINK Subject: Gulf Coast Development

I just wanted to let you know that I checked the listing and this customer is not listed in directory assistance. It took Bell & business days to complete this order, which is unacceptable. Hank Westbrook is looking into what happened with this customer.

Directory listing

Donna G. Hartley /AL, BRHM03 10/8/97 10:29

Page 1

## MESSAGE

Dated: 09/29/97 at 11:58

Subject: Directory Assistance

Contents: 3

Sender: ldickinson / internet, mime

DDT1-RPC-822; DDV1=ldickinson@nextlink.net;

1

FROM: ldickinson / internet, mime

DDT1-RPC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

ARPA MESSAGE HEADER

Part 3

Big Problem! Please help

----- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 09/29/97 11:59 AM -----

Kristen Hudson on 09/29/97 10:38:45 AM

To: Echo Sales/NLLLC/NEXTLINKNEXTLINK, Elina Padfield/NLLLC/NEXTLINKNEXTLINK, Greg Breetz/NLLLC/NEXTLINKNEXTLINK

cc: Rachel Langdon/NLLLC/NEXTLINKNEXTLINK, Beverly Harrison/NLLLC/NEXTLINKNEXTLINK, Lisa Dickinson/NLLLC/NEXTLINKNEXTLINK Subject: Directory Assistance

It seems that the problems we have had with directory assistance have recurred. I have had conversations with Hank Westbrook of BellSouth who has told me that Bell will "complete" the order within 2-3 days of cutover, but apparently this is not happening in all cases.

Beverly received a call from a customer that we cut over on 9/23, Gulf Coast Development, who is still not in the directory assistance database. When I called Tep (Jennifer Jackson) at the LCSC, she said that the order was completed in their system. Since the order leaves the LCSC, she was not sure how she could help us. I called and left a detailed message for Hank Westbrook regarding this customer, letting him know that this is an example where directory assistance was not completed 2-3 days after the cut. I'll update everyone when I hear back from Hank...

Directory Assistant